

Indoor Court Procedure

Booking

Summer discounted indoor rate £10 per court per hour (Non-members £22 per court per hour).

Courts can be booked up to 1.5hrs - we may be able to extend this, it will depend on usage.

All courts must be paid in full on booking – we will no longer be able to take part payments.

Please note that to support NHS Test and Trace, venues and coaches may need to take additional details from you when booking so that they have appropriate temporary records in place to assist this service.

Only players are allowed on court / in the building – no spectators. The balcony isn't open for viewing.

Travelling to and from the court

Avoid using public transport if possible - safer travel guidance is provided on the Government website.

Arrive as close as possible to when you need to be there.

Please come to reception 5mins before due to play.

Reception will open reception door. Please can you sanitise your hands on entry.

Please use nearest court door to court. These need to be kept open at all times. Use the blue netting / curtains to stop stray tennis balls.

Please make sure that after your game you are ready to vacate the court at your finishing time and are not finishing the point / game – this is out of respect for players following on.

Allow others to leave before you enter the court - if you need to wait then do so away from the court and clear of the court door area.

Avoid congregating on or around the court and clubhouse after playing.

Equipment

Bring hand sanitizer with you.

Use your own equipment where possible. Equipment such as rackets can be shared, but where this happens ensure thorough cleaning before and after use.

Players should not share items such as towels.

Only take the minimum amount of equipment with you that you need to play.

Clean and wipe down your equipment, including racquets and water bottles before and after use.

Bring a full water bottle, and do not share food or drink with others.

Ensure you take all your belongings with you at the end of the session and do not leave anything on court.

Reminder of Cancellation policy

Players are encouraged to cancel a court as soon as possible so that the court may be used by other members.

Any necessary indoor court cancellations should be made with more than 48 hours' notice prior to the court booking time to receive a full refund. If you cancel the court between 24 and 48 hours' notice and the court is re-booked you will receive a refund to the value of the new booking (if any). We will always endeavour to rebook the court. Cancellations made within 24 hours will be charged at the full fee and payment will be required before any further bookings can be made.

This cancellation policy also applies to courts booked for individual coaching lessons.

In exceptional circumstances, the Club Manager has discretion to provide a full or partial refund.